Meijer.com

tagg™
THE PET TRACKER

# USER GUIDE.

www.tagg.com

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Tagg – The Pet Tracker™ User Guide
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Thank you for purchasing Tagg—The Pet Tracker™. The Tagg™ system offers you advanced location technology so you can stay in touch with your pet. The Tagg advanced location technology will help you find your pet if he goes missing, and it will send you a text and email if he wanders outside of your designated Tagg zone.

Get started today with Tagg—The Pet Tracker, and you will have peace of mind, wherever you are.

Sincerely,
The Tagg Team

Tagg—The Pet Tracker is a pet tracking system that uses advanced GPS technology to enable you to see where your pet is.

But the goal of the Tagg system isn't just to find a lost pet – it's to not lose him in the first place. With the Tagg system, you create your own Tagg zone, the area where your pet spends most of his time. If he escapes, you get a text and email alert. At that point, you can locate and track your pet on the Tagg map on your computer or mobile phone.

Here are three ways you can stay in touch with your pet:

- **On your computer**. Visit www.tagg.com to view the Tagg map and see where your pet is at any time.
- **On your mobile phone**. Use the web browser on your mobile phone to view the Tagg map and see your pet when you're on the go. You can also download the free Tagg app for your iPhone or Android smartphone.
- **Through texts and emails**. Receive Tagg alerts and updates by text and email, or use text commands to locate and track your pet.

# WHAT'S IN THE TAGG MASTER KIT BOX

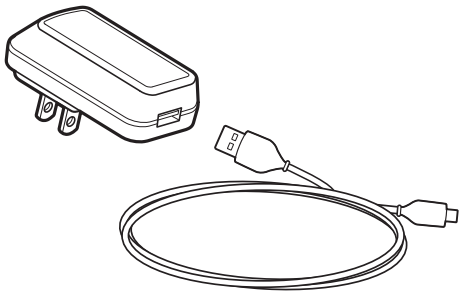
| Item | What it Does |
|---|---|
| **A**. Tagg Tracker | Tracks and transmits your pet's location to you, when attached to his collar |
| **B**. Tagg Docking Station* | Charges your tracker and maximizes battery life when your pet is nearby |
| **C**. Power Kit (AC adapter/USB cable)* | Connects the docking station to an electrical outlet for charging |
| **D**. Collar Clip and Straps | Attaches the tracker on your pet's collar. Includes straps for thick and thin collars |

*If you only purhased a Tagg tracker, it does not include a docking station and power kit.

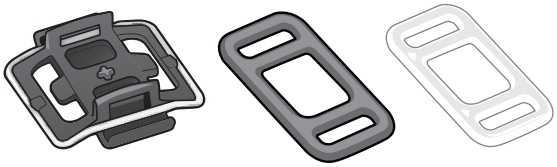
A

B

C



D



The Tagg tracker attaches to your pet's collar and transmits your pet's location to you through the Tagg website and email/text notifications.

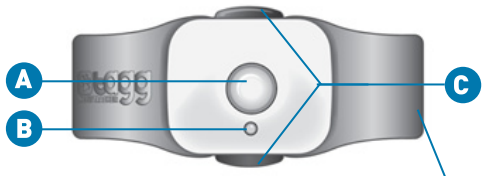
| Item | What it Does |
|---|---|
| **A.** Power and Trip Button | Turns the tracker on/off. Puts the tracker into "Trip mode" to avoid sending alerts when you leave the Tagg zone |
| **B.** Status Indicator | Tells you when the tracker is on/off, locating or tracking your pet, and more (see more about the Status Indicator below) |
| **C.** Release Points | Release the tracker from the docking station, travel charger, or collar when pressed |
| **D.** Wings | Antenna for the Tagg system |
| **E.** Charging Contact | Align this with the docking station or travel charger to charge |
| **F.** Attachment Sensor | Senses when the tracker is attached or detached from the collar clip |
| **G.** Tagg ID | Unique code for activating your tracker |

### About the Power/Trip Button

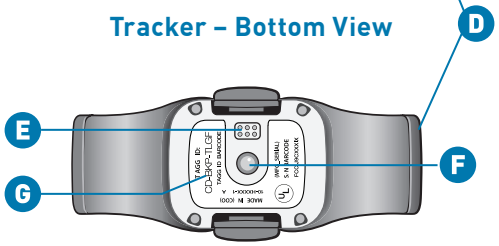
This button does two things:

- Turns the tracker on/off (see chart below).
- Puts the tracker into "Trip mode." You can use Trip mode when you take your dog on a walk or run errands to avoid sending alerts when you leave the Tagg zone. For more about Trip mode, see page 27.

**Tracker – Top View**




**Tracker – Bottom View**




### About the Status Indicator

The status indicator on the Tagg tracker tells you when the tracker is on/off, locating or tracking your pet, and more. To conserve battery life, the status indicator will not be illuminated except when performing the actions listed below.

| Action | Tracker Status Indicator State | What it Means |
|---|---|---|
| Turn tracker on or off: Press and hold the **Power/Trip** button for 3 seconds | Solid Blue for 5 seconds | Tracker is powering on |
| | Solid Red for 5 seconds | Tracker is powering off |
| Put tracker into Trip mode: Double-press the **Power/Trip** button | 3 Quick Flashes, then Flashing Blue for 15 minutes | Tracker is in Trip mode |
| Page, Track, or Locate | Flashing Blue and Red | Tracker is being paged, tracked, or located |
| Check if tracker is on or off: Press and release **Power/Trip** button (for less than 3 seconds) | Solid Blue for 2 seconds | Tracker is on, with sufficient battery |
| | Flashing Red 4 times | Tracker is on, with low battery |
| | Not lighting up | Tracker is off |
| Charge tracker: Place it on docking station or travel charger | Flashing Blue | Tracker is charging (may take up to 60 seconds to start flashing) |
| | Solid Blue | Tracker is fully charged |
| Remove the tracker from the docking station | Solid Blue for 2 seconds | Battery is sufficiently charged |
| | Not lighting up | Battery needs to be charged |

The docking station* does two things: 1) charges your Tagg tracker and 2) maximizes the tracker's battery life when your pet is nearby. It should always be plugged in, powered on, and located within your Tagg zone.

| Item | What it Does |
|---|---|
| **A.** Power Indicator | Tells you the docking station is on |
| **B.** Docking Posts | Holds the tracker in place when docked |
| **C.** Power Port | Connects the docking station to the USB cable |
| **D.** Page Button | Locates the tracker when pressed (only when the tracker is near the docking station) |
| **E.** Charging Pins | Align with the tracker charging contact to charge |
| **F.** Upgrade Indicator | Lights up red when a software upgrade is in progress. Do not remove the tracker while the light is on |

*If you only purchased a Tagg tracker, it does not include a docking station and power kit.

### About the Page Button

If you're at home and the Tagg system says your pet is "near the docking station" but you can't find him, you can page the Tagg tracker. See page 24 for more information.

### Positioning the Docking Station

For optimal system performance:

- Keep the docking station within the boundary of the Tagg zone where your pet spends most of his time. This will keep the tracker in power saving mode and maximize the tracker battery life. For more information about how to get the most from your tracker battery, please visit the Support section at www.tagg.com.
- Place the docking station indoors, in an open area, away from metal.
- Make sure the docking station is plugged into an electrical outlet using the AC adaptor and USB cable provided. The docking station cannot be powered through your computer's USB port.
- Make sure the docking station is powered on (power indicator lights up blue).

***Note**: If you make a significant relocation of the docking station (such as taking it to a vacation home), you must adjust the Tagg zone to reflect the new location and address.*

| Docking Station Indicator | Indicator State | What it Means |
|---|---|---|
| Power indicator | Not Lit | Docking station is off or unplugged |
| | Solid Blue | Docking station is on |
| | Flashing Blue - 15 minutes | Page button pressed, locating pet |
| Upgrade indicator | Not Lit | Normal operation |
| | Solid Red | **WAIT**: Software upgrade in progress. Do not remove tracker until upgrade is complete. See page 19 for more about upgrades. |

The Tagg dashboard and map are two areas that you'll use often on the Tagg website.

- **Dashboard**: This gives you a quick view of your Tagg account – it's what you use to manage your devices and your Tagg service.
- **Map**: This is where you'll see your pet's current and most recent locations, and where you can visually locate or track him if he leaves the Tagg zone.

Once you've created your account and activated your Tagg tracker, you can start using the dashboard and map to keep track of your pet. See page 12 for more on activating your Tagg tracker.

## Tagg Dashboard

As you see on the screen below, the dashboard is where you can:

**A.** Find out about new Tagg features and services.

**B.** Get a quick view of the Tagg map.

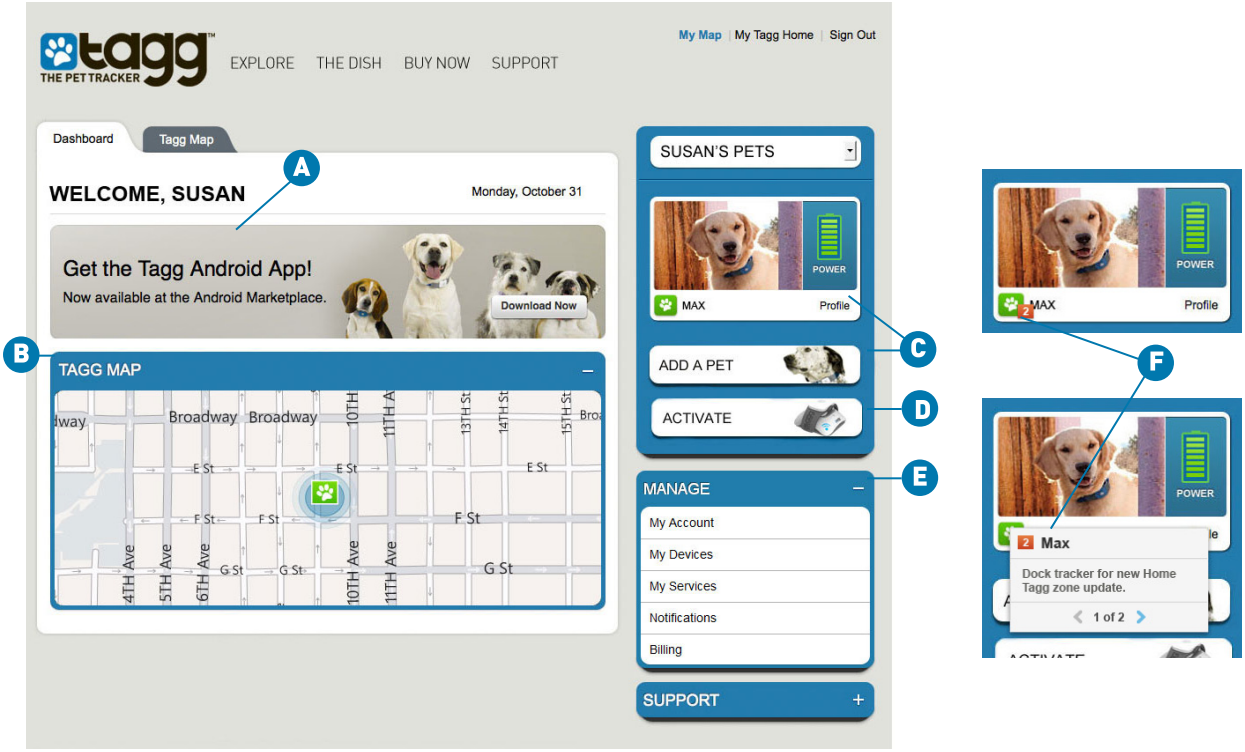
**C.** Create or modify your pet's profile.

**D.** Activate the Tagg tracker.

**E.** Manage your accounts, devices, service, notifications and billing.

**F.** View pending updates. See page 19 for details.

*(Your screen will look similar to this.)*



## Tagg Map

You'll use the Tagg map to locate and track your pet. This section gives you a quick overview of the map. To learn more, see How to Read Your Tagg Map on page 20.

**A. Notification headline**: Where you receive alerts and updates about your pet's location or the Tagg system.

**B. Tagg zone**: The boundary around your house that you set during activation.

**C. Paw without pinpoint**: Means there's no pinpointed GPS location, since your pet is close to the docking station and in power saving mode.

**D. Paw with pinpoint**: Means there is a GPS location available. If you hover over this icon, you'll see the last recorded location of your pet.

**E. Radius of accuracy**: The circle around the paw indicates the accuracy of the GPS location. In general, the accuracy of the location will be within a few yards or up to a few hundred yards, depending on the quality of the GPS signal available at the time.

**F. Tracker command bar**: Where you can command the tracker to Track, Locate, or Show Trail for your pet.

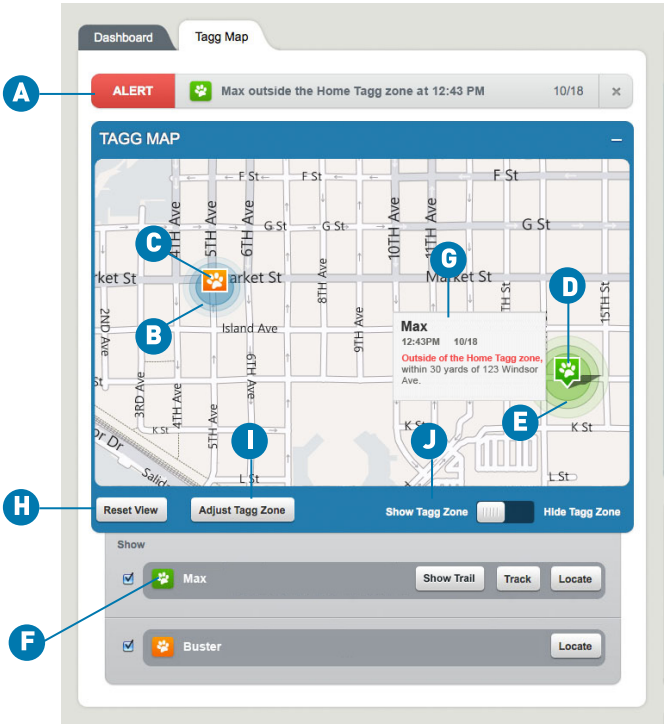
**G. Hover over**: Gives the last recorded location of your pet.

**H. Reset View**: Adjusts the Tagg map to your original view, showing your pet and Tagg zone.

**I. Adjust Tagg Zone**: Where you can change your Tagg zone on the map.

**J. Show/Hide Tagg Zone**: Where you can choose to show or hide the Tagg zone on the map.

*(Your screen will look similar to this.)*



Now that you've had a quick overview of the key features of Tagg—The Pet Tracker, you can start the setup process. There are four easy steps to complete:

- **Step I**: Charge the Tagg tracker
- **Step II**: Activate the Tagg tracker online
- **Step III**: Personalize your pet's profile
- **Step IV**: Attach the Tagg tracker to your pet's collar

## Step I: Charge the Tagg Tracker

1. Attach the AC adapter to the USB cable and plug the USB cable into the docking station power port. Be sure to only use the AC adapter and USB cable provided.

2. Plug the AC adapter into an electrical outlet.

   ***Note**: The docking station cannot be powered through your computer's USB port.*

3. If your Tagg docking station has an on/off switch on the bottom of the device, move it to the "on" position (power indicator will turn blue).

4. Properly secure the tracker on the docking station by making sure its charging contact aligns with the docking station's charging pins. (When the tracker is docked correctly, the tracker status indicator will start flashing blue within 60 seconds of docking. The status indicator will be solid blue when the device is fully charged.)

It will take up to two hours for your tracker to charge. We recommend charging as soon as you receive the low battery notification. The battery may last up to 30 days, but actual battery life will vary based on usage patterns. A Battery Life Estimating Chart can be found at www.tagg.com in the Support section.

***Note**: When your tracker is near the docking station, it automatically enters power saving mode, giving you the maximum amount of time between charges.*

While your tracker is charging, you can complete Step II and Step III.

## Step II: Activate the Tagg Tracker Online

To activate your tracker, it must be docked properly on the docking station. You may activate it while it's charging.

1. Go to www.tagg.com and click the **Activate** button to activate your Tagg system.
2. If you already have a Tagg account, please sign in. If you don't have an account, please create one now.
3. You will need the unique Tagg ID number for activation. Your Tagg ID number is located on the bottom of the tracker.
4. Follow the simple activation steps on the website to set up your account and activate your tracker.

While activating the tracker, you'll set up your Tagg zone and Notifications. The following pages will give you more details about both.

### Set Up Your Tagg Zone

This is the boundary around the area where your pet spends most of his time. When your pet leaves the Tagg zone, you will receive an alert.

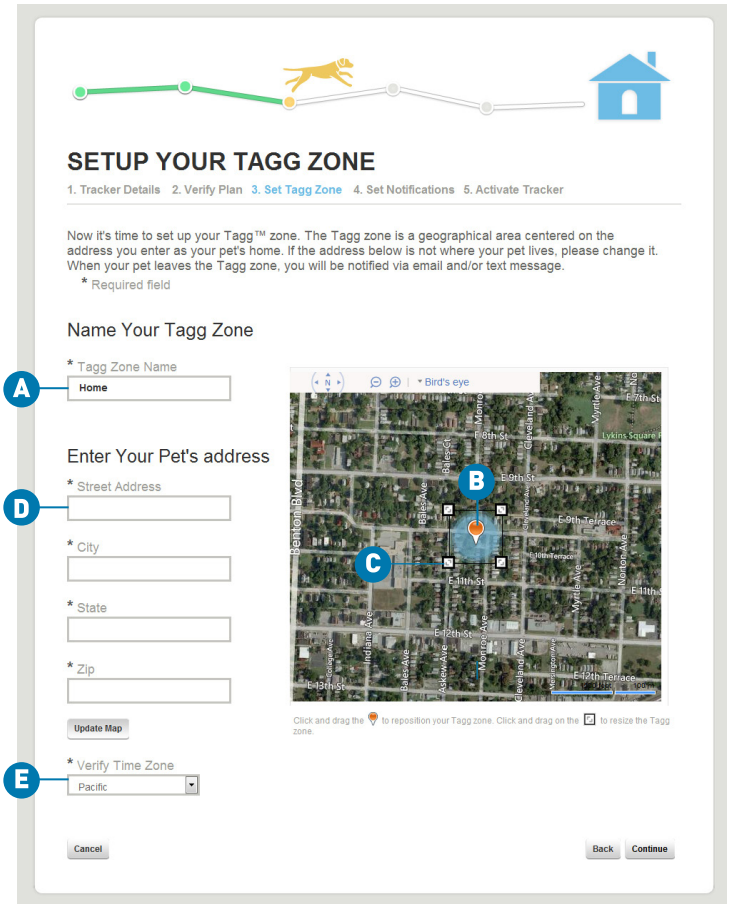
**A.** Give your Tagg zone a name (e.g., Home).

***Note**: Each account can only have one Tagg zone, even when multiple pets are on the account.*

**B.** Adjust the Tagg zone by clicking and dragging the orange center pin to the proper spot.

**C.** The Tagg zone defaults to the smallest possible area: a 75-yard radius around the pet's home. Click and drag the corner squares to enlarge the area up to 1,000 yards.

*(Your screen will look similar to this.)*


SETUP YOUR TAGG ZONE
1. Tracker Details 2. Verify Plan 3. Set Tagg Zone 4. Set Notifications 5. Activate Tracker
Now it's time to set up your Tagg™ zone. The Tagg zone is a geographical area centered on the address you enter as your pet's home. If the address below is not where your pet lives, please change it. When your pet leaves the Tagg zone, you will be notified via email and/or text message.
* Required field
Name Your Tagg Zone
* Tagg Zone Name
Home
A
Enter Your Pet's address
* Street Address
D
* City
* State
* Zip
Update Map
* Verify Time Zone
Pacific
E
Cancel
Back
Continue
Bird's eye
B
C
Click and drag the to reposition your Tagg zone. Click and drag on the to resize the Tagg zone.

***IMPORTANT**: The docking station must be located inside the Tagg zone.*

**D.** The Pet Address field may have been auto-populated with your shipping address. If so, the system has created your initial Tagg zone around this address. If this is not your pet's home, please enter your pet's home address and click **Update Map**.

**E.** Verify the time zone where you'll be using the tracker.

### Set Up Your Notifications

Tagg notifications tell you if your pet leaves the Tagg zone, and give you updates about your pet's location, the tracker's battery life, and important software upgrades. You'll always see notifications on the Tagg website, and you can also opt-in to receive them by email and/or text message.

***Note**: Please add noreply@tagg.com to your email address book to be sure your Tagg notifications pass through your spam filter. If you opt-in for text message notifications, please add Tagg (52366) to your cell phone contacts when you receive your welcome text.*

You can keep your friends, family, or neighbors informed about your pet's whereabouts by sharing your notifications with them. Just add their email addresses to the Contacts section while activating.

#### Notification Types

| Alerts | Updates | Notices |
|---|---|---|
| Critical information, such as when your pet has left the Tagg zone. | Non-critical information, such as when the Tagg tracker is fully charged. | Information about software upgrades. When you receive a software upgrade notice, dock your tracker on the docking station as soon as possible to receive the upgrade. |

*You must opt-in to receive alerts and updates by text message, and to text the Track or Locate commands from your mobile phone. See page 30 of this guide for text message commands. Standard text message and data charges from your mobile carrier may apply. This cost is not included in your Tagg service. Please check with your carrier if you have questions about your plan and pricing.*

### Completing Activation

Now that you've set up your Tagg zone and notifications, complete the last few steps to activate your tracker. Your activation will be complete when you see the Activation Successful screen. This may take a few minutes.

***IMPORTANT**: After activation, you may need to upgrade the software on your tracker.*

To upgrade your software, place your tracker on the docking station to charge. The upgrade will begin when your tracker has reached a sufficient battery level, which may take anywhere from a few minutes, up to 30 minutes.

The upgrade indicator on the docking station will turn on when the upgrade begins. Please do not remove your Tagg tracker from the docking station until the indicator turns off.

## Step III: Personalize Your Pet's Profile

You can personalize your Tagg account by customizing your pet profile.

1. To create a new pet profile, click **Add A Pet.**
2. Fill in your pet's name and select a paw icon.

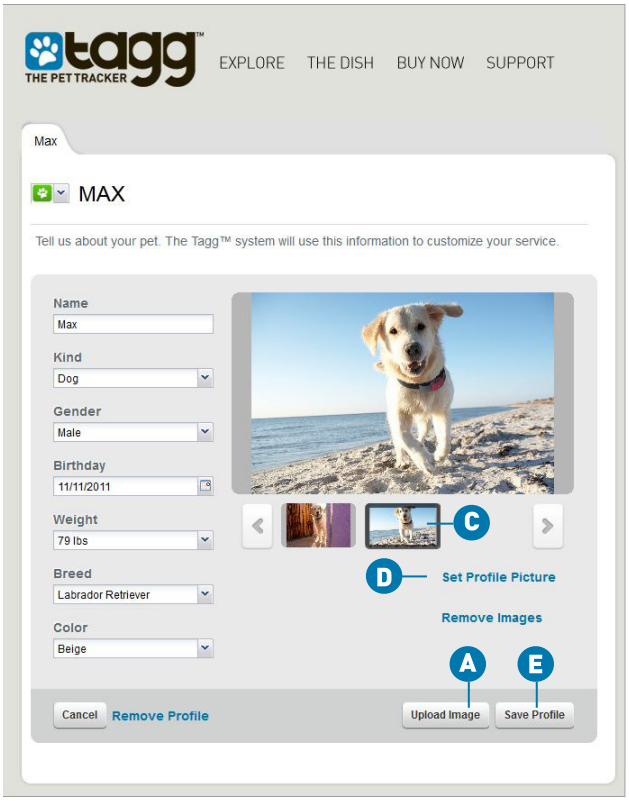
If you started creating your pet profile at activation by filling in your pet's name, just click on your pet's profile above the **Add A Pet** button.

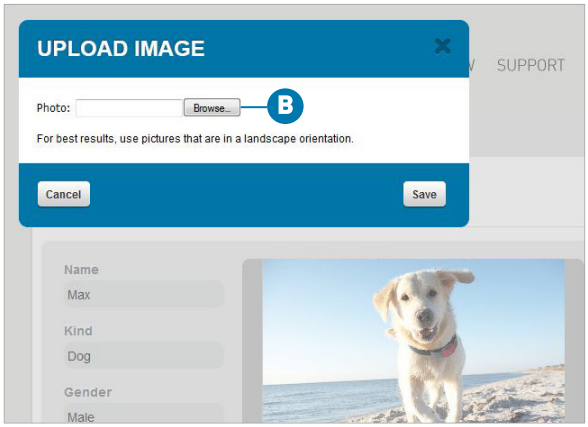
### Upload Your Pet Photos

**A.** Open your pet's profile page and click **Upload Image**. You can add up to 10 pictures of your pet to your photo gallery.

**B.** In the Upload Image window, Browse and select the image file you want to add (for best resuls, use pictures that are in landscape orientation).

*(Your screen will look similar to this.)*




### Set a Dashboard Pet Profile Picture

**C.** In your gallery, click on the photo you want to use.

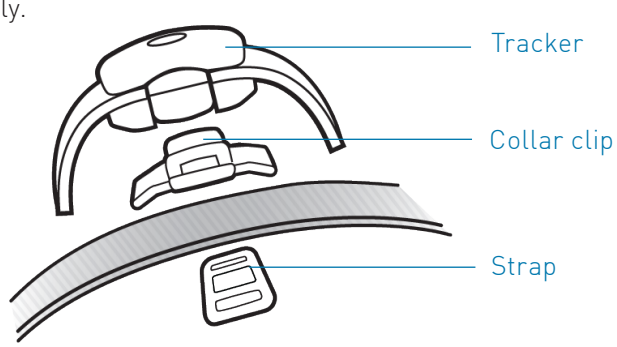
**D.** Click **Set Profile Picture**. Use the viewer rectangle to identify the area of the photo that you want to use.

**E.** Click **Save Profile**.

To change the profile picture, just repeat the steps above.

## Step IV: Attach the Tagg Tracker to Your Pet's Collar

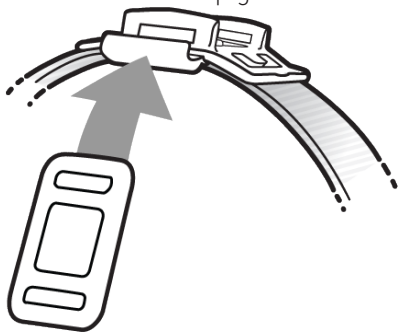
Your Tagg setup is almost complete. The illustrations below demonstrate how the tracker (top) attaches to the collar using the collar clip (middle) and strap (bottom). Follow these easy steps to attach the tracker properly.



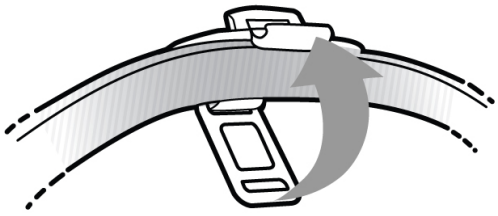

### Attaching the Collar Clip to the Collar

1. Remove the collar from your pet.
2. Holding the collar in one hand, place the collar clip on top of the collar as shown:

3. Hook one side of the strap into the collar clip groove on one side of the collar clip.



4. Holding the collar clip and strap in place with one hand, use your other hand to stretch the free end of the strap* under the collar and up into the groove on the other side of the collar clip:



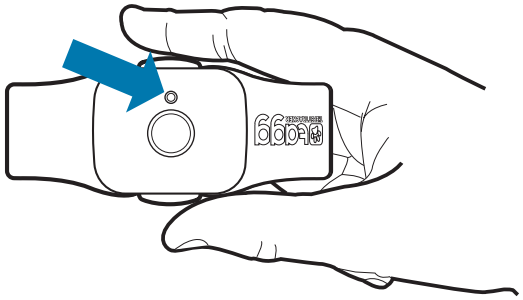
* Different color straps represent different sizes. The clear strap is for small collars and gray is for large collars. The collar clip attachment should be snug on your pet's collar.

***CAUTION**: It may take some force to stretch the strap all the way. **Do not use tools or other devices to attach the strap.** Doing so may result in damage to the clip or strap.*

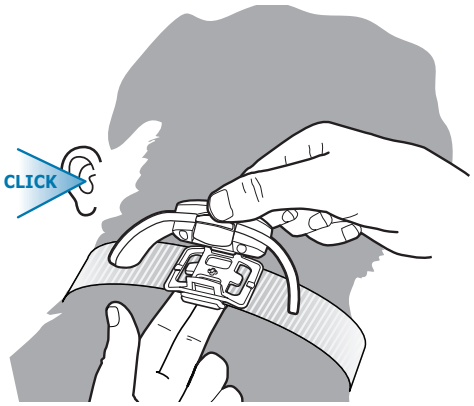
### Attach the Tracker to the Collar Clip

Once the tracker is activated and fully charged, remove it from the docking station by squeezing the release points on each side of the tracker. Attach one side of the tracker at a time to the collar clip.

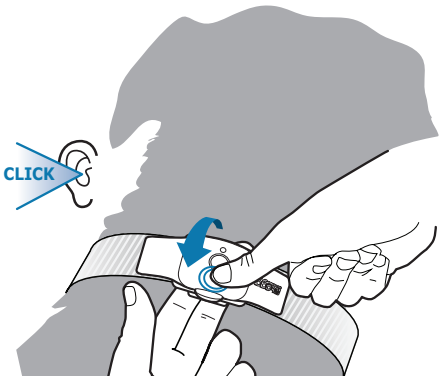
1. Locate the side of the tracker with the status indicator light.



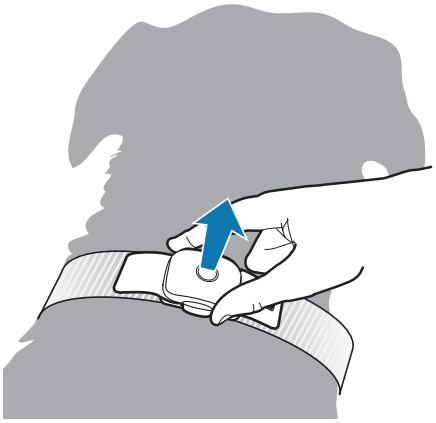
2. Press the side of the tracker with the status indicator light to the collar clip post until you hear a "click."




3. Roll the other side of the tracker to the collar clip post and press until you hear another "click."



4. Check that the tracker is secured by giving it a **light tug** (be careful not to squeeze the release points).



To remove the collar clip from your pet's collar, slide the collar clip and strap off the end of the collar. The tracker works on most standard flat collars and harnesses.

**Types of Collars**

| Do Use: | Do NOT Use: (May interfere with tracking system) |
|---|---|
| • Standard buckle collars (nylon or leather)<br>• Plastic snap closure collars<br>• Flat harnesses (nylon or leather) | • Metal collars, including training collars<br>• Spiked collars<br>• Collars with studs, jewels, or other raised adornments |

**The pet tracker setup is now complete.**

## Software Upgrades

The Tagg system will occasionally send you a notification for a software upgrade – some of the upgrades will simply keep your system running efficiently, and some may be critical to system functionality. It is important to complete the upgrade as soon as possible.

### When You Receive an Upgrade Notification

1. Dock your tracker on the docking station or travel charger. Make sure the docking station or charger is plugged in and turned on.

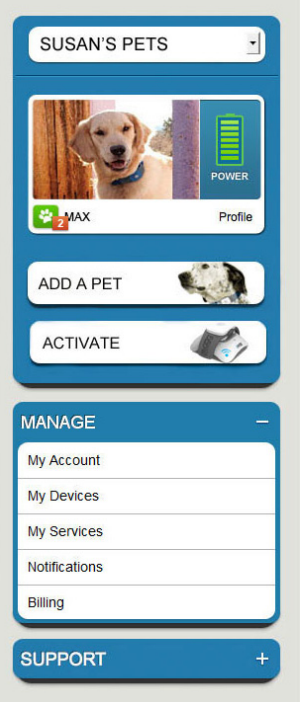
2. The upgrade will begin when your tracker has reached sufficient battery life, which may take anywhere from a few minutes, up to 30 minutes.

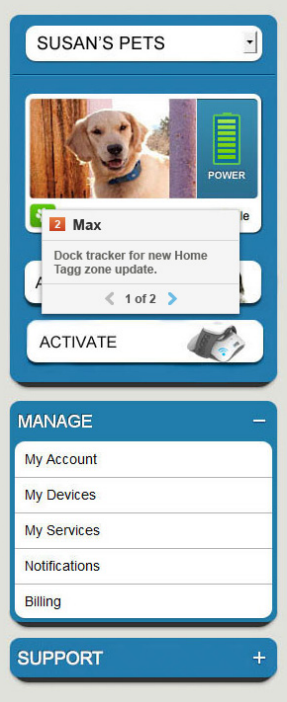
3. The upgrade indicator on the docking station will turn red when the upgrade begins and will stay red while it's in progress. Be sure to leave the tracker on the docking station or charger the entire time it is red.

## Pending Updates

When you make an update to your account, such as setting or adjusting the Tagg zone, the update will not take effect until the tracker checks in with the Tagg system. This will happen automatically within 24 hours.

To update the setting immediately, place your tracker on the docking station. Pending updates are indicated in your pet's profile, as shown below.

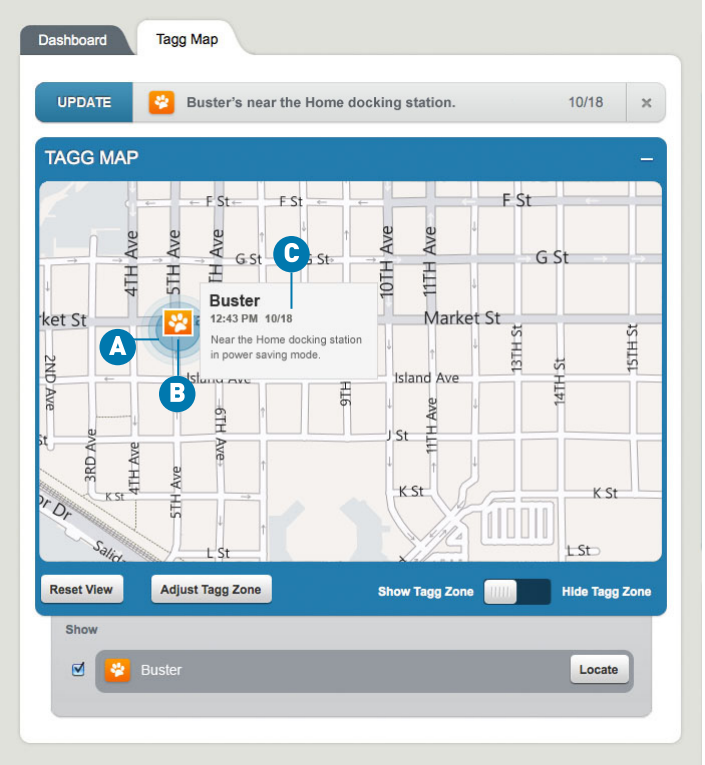


## Inside the Tagg Zone

When your pet (we'll call him Buster) is near the docking station, the Tagg tracker will be in power saving mode to maximize your battery.

*(Your screen will look similar to this.)*




**A.** The Tagg zone is the blue circle around Buster's home.

**B.** Buster's location is identified by a paw icon . Since he's close to the docking station, in the Tagg zone and in power saving mode, there's no pinpointed GPS location.

When Buster's location is identified by a paw icon with a point: , it means there is a GPS location available.

**C.** Hover over Buster's paw icon to see his most recent recorded location, including the date and time.

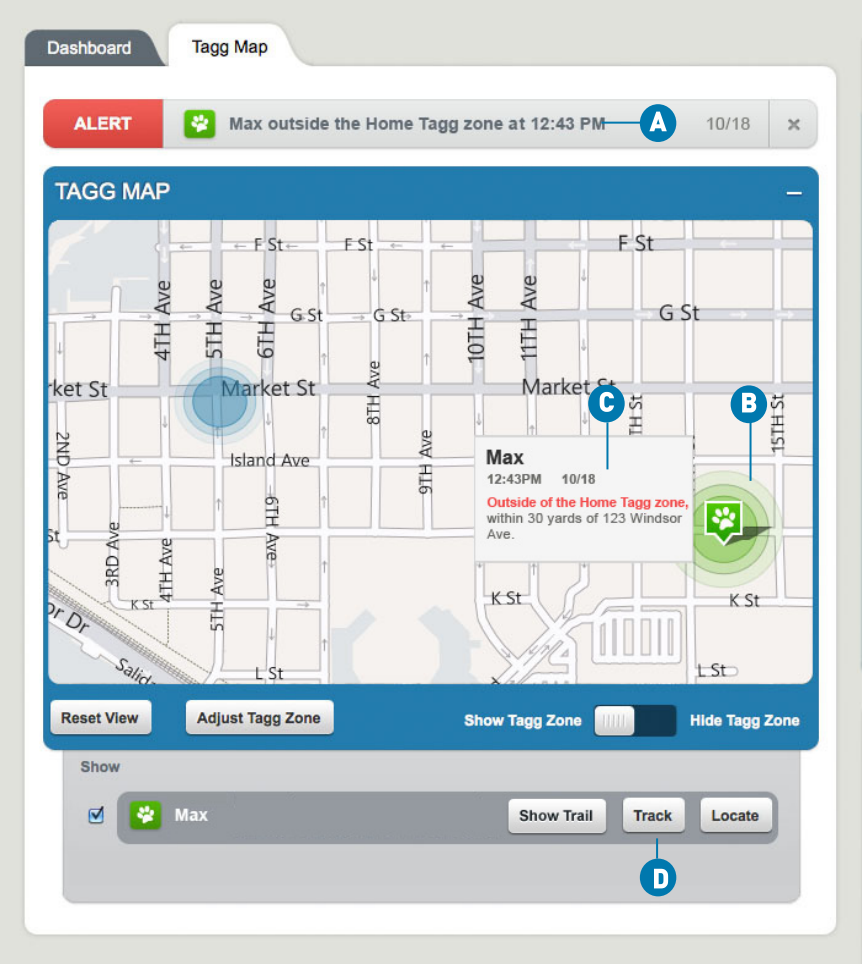
## Multiple Pets in the Tagg Zone

If you have more than one pet near the docking station in power saving mode, their locations are identified by a single blue square: 2. The number in the center indicates the number of pets currently near the docking station.

## Outside the Tagg Zone

When your dog (we'll call him Max) leaves the Tagg zone, the system sends an alert to your Tagg account. If you have opted-in to receive email and text notifications, you will receive them as well.

*(Your screen will look similar to this.)*




**A.** An Alert headline appears at the top of the map to let you know that Max is outside the Tagg zone.

**B.** A paw icon with a pinpoint on the bottom shows you where Max is. The pinpoint means that there is a GPS location available.

**C.** When you hover over the paw icon, it shows you that Max is "outside the Tagg zone" and gives you an estimated street address with the specific date and time of Max's last recorded location.

**D.** In the tracker command bar below the Tagg map, you'll find the **Locate**, **Track** and **Show Trail** buttons for Max.

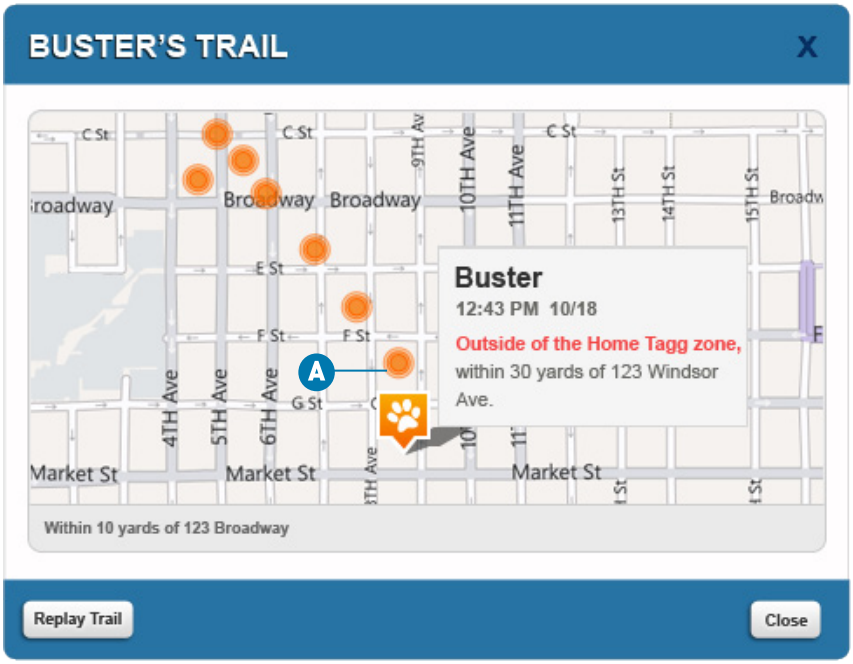
## View Your Pet's Location Trail

When your pet leaves the Tagg zone, you can turn on tracking to see his location trail. The location trail is a dotted path that shows all of your pet's known locations since leaving the Tagg zone. When tracking is on, the **Show Trail** button appears under the tracker command bar.

To see the location trail on the Tagg map:

**A.** Click **Show Trail** and then hover over a dot to see the address of that location and the date and time your dog was there.

*(Your screen will look similar to this.)*




Your dog's location trail will be recorded the entire time he is outside of the Tagg zone, even if you initiate multiple tracking sessions or one-time locates. Clicking **Replay Trail** will replay all of the locations in order.

## Adjust the Tagg Zone

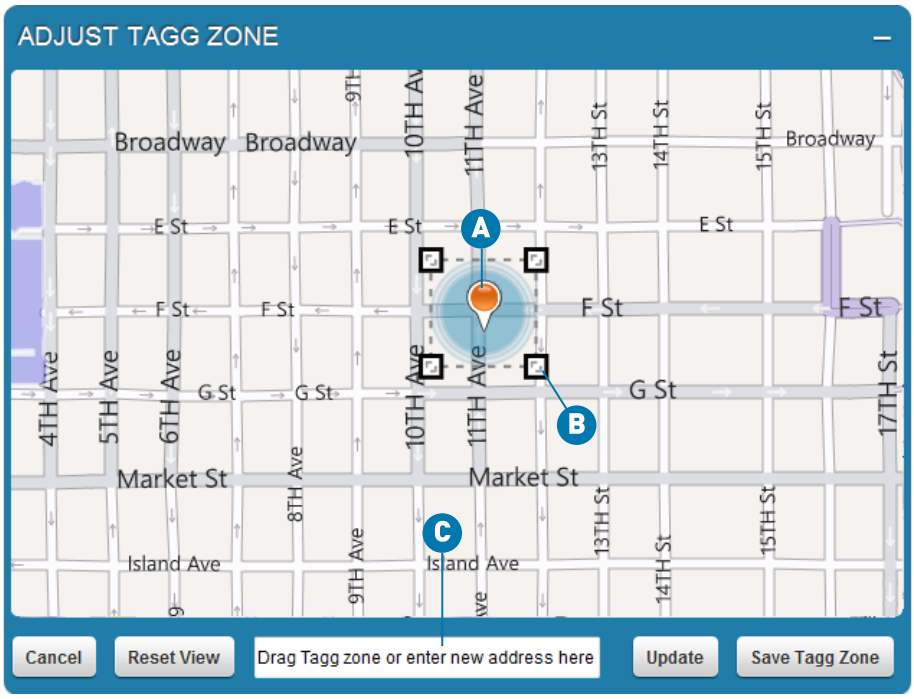
You can adjust your Tagg zone at any time. You can make it larger, smaller, or change it completely when you make a significant relocation of your docking station (to a vacation house, etc.).

***Note**: The Tagg zone is managed in your account and is communicated to each of your trackers.*

### To Adjust the Tagg Zone

1. Click **Adjust Tagg Zone** on the Tagg Map.
2. Use the navigation tools at the top of the map to adjust your view.
3. There are three ways to change your Tagg zone:
   - **A.** Click and drag the orange center pin to re-center the Tagg zone.
   - **B.** Click and drag the corners of the Tagg zone to expand or contract the zone.
   - **C.** Type a new street address in the space provided, and click **Update**.
4. Click **Save Tagg Zone** to save your changes.

*(Your screen will look similar to this.)*



## Page Your Pet While Inside the Tagg Zone

If you're at home and the Tagg system says your pet is "near the docking station" but you can't find him, you can page the Tagg tracker:

1. Press the **Page** button on top of the docking station.
    - You will receive a notification of your pet's location in a few minutes.
    - The docking station status indicator will flash blue for 15 minutes.
    - The tracker status indicator will flash blue and red for 15 minutes.
2. To stop the page before the 15 minutes are up, press the **Page** button again.

***Note**: A page is only successful if the Tagg tracker is within range of the docking station signal. If a page does not return a location, request a one-time locate using the **Locate** button on the Tagg website or in the Tagg app on your smartphone, or text LOCATE to 52366.*

## Request the Current Location of Your Pet (One-Time Locate)

If you want to know the current location of your pet – whether inside or outside of the Tagg zone – you can request a "Locate." This will give you a single location for your pet. See the chart below.

## Track Your Pet

When your pet leaves the Tagg zone, you can turn on the Track feature. The system will update your pet's location about every 3 minutes over a 30-minute period. If you still haven't found your pet after 30 minutes, you can start another tracking session. See the chart below.

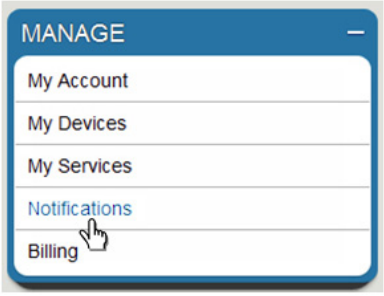
| Action | Tagg Website | Text Messages | Mobile Phone Browser | Tagg Android or iPhone App |
|---|---|---|---|---|
| **Before Initiating a Locate or Track Command** | • Go to the **Tagg map.** | • Opt-in for text messages under **Notification Settings** on the Tagg website. | • Go to www.tagg.com on your browser. | • Launch your Android or iPhone app. |
| **To Locate** | • Click **Locate** on the tracker command bar.<br>• The paw icon will flash lightly while the location is being retrieved. | • Text "**Locate**" to 52366<br>• If you have more than one pet, text **"Locate *Pet Name*".** *Example: Locate Skipper* | • Tap **Locate** on any of the screens.<br>***Note**: Tap the Refresh button in the top right corner to see an updated location.* | • Tap the **Locate** button on the Map or Pet Profile screen. |
| **To Track**<br>***Note**: You must turn on tracking for each pet. Your pet can only have one tracking session in progress at a time. To start a new tracking session, the current session must be completed.* | • Click **Track** on the tracker command bar.<br>• The paw icon will flash lightly as each location is being retrieved. | • Text **"Track"** to 52366.<br>• Text **"Track *Pet Name*"** to track each of your pets. *Example: Track Skipper*<br>• About every three minutes, you'll receive a text with your pet's updated location.<br>• Text **"Track Off"** to stop tracking. | • Tap **Track** on any of the screens.<br>***Note**: Tap the Refresh button in the top right corner each time you want to see your pet's most recent location.* | • Tap **Start Tracking** on the Pet Profile screen to track your pet.<br>• To stop tracking, tap **Stop Tracking** on the Pet Profile screen. |

***IMPORTANT**: If you text STOP to 52366, you will stop receiving all Tagg text messages to your mobile phone, including texts from any other Tagg accounts. You will also no longer be able to text commands (e.g. Track or Locate). If you want to reinstate Tagg text notifications, you will need to opt-in for text messages again on the Notification Settings page on the Tagg website.*

***Note**: You can see a complete list of Tagg text message commands on page 30 of this guide.*

## Change Your Notification Settings

Tagg notifications tell you if your pet leaves the Tagg zone, and give you updates about your pet's location, the tracker's battery life, and important software upgrades. You'll always see notifications on the Tagg website, and you can also opt-in to receive them by email and/or text message.




You can change these settings at any time at www.tagg.com:

1. Under **Manage** in the right column, click **Notifications**.
2. Click **Settings** on the Notifications page.

### View Your Notifications History

All notifications are recorded in Notifications History. You can see them a few ways:

1. Under Manage in the right column, click **Notifications**.
2. Filter to view notifications by Pet, Type or Date.
   - Click **Pet** to filter by a specific pet.
   - Click **Type** to see specific notifications like alerts, updates, or notices.
   - Click **Last 90 Days** to select notifications for a specific date.

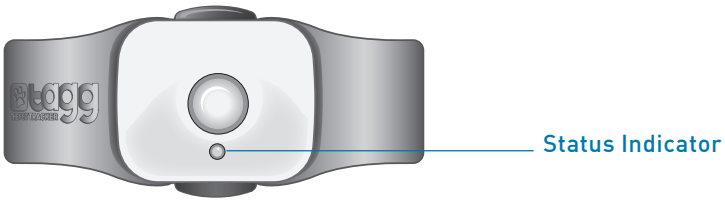
## Trip Mode

When you take your pet for a walk or on an errand, you might exit the Tagg zone, which would trigger an alert notification. Trip mode allows you to avoid sending alerts to your contacts when you leave the Tagg zone. To put the tracker into Trip mode:

- Double-press the **Trip** button on the top of the Tagg tracker.

*IMPORTANT: Do not press and hold the **Trip** button because this will power off the Tagg tracker.*

- The status indicator will quickly flash blue three times to let you know that Trip mode has started.
- The status indicator will continue to flash blue for 15 minutes. During this time, alerts are suppressed so your pet can leave the Tagg zone.




- At the end of 15 minutes, Trip mode is canceled and your pet will trigger alert notifications if he leaves or enters the Tagg zone. To continue suppressing alerts for another 15 minutes, press the **Trip** button again.
- You can also press the **Trip** button any time during Trip mode to restart the 15-minute timer.

### Outside the Tagg Zone While in Trip Mode

- If your pet wanders off, you can still use Locate or Track to find him.

***Note**: Trip mode can be activated at any time, even when you're away from the Tagg zone.*

## Travel Charger

You can use the Tagg Travel Charger (sold separately) when you travel, since the Tagg tracker may use more battery power when it's away from the docking station. This charger will keep your tracker charged and up-to-date with any new software upgrades while you're away from home.

### To Charge the Tagg Tracker

1. Attach the AC adapter to the USB cable and plug the USB cable into the charger's power port. Be sure to use only the AC adapter and USB cable provided.

2. Plug the AC adapter into an electrical outlet.

   ***Note**: The travel charger cannot be powered through your computer's USB port.*

3. Secure the tracker on the travel charger by making sure its charging contact aligns with the travel charger's charging pins. (When the tracker is docked correctly, the tracker status indicator will light up within 60 seconds).

4. It will take up to 2 hours for your tracker to charge.

   ***Note**: The travel charger does not replace your docking station. When your pet is at home, near the docking station, you can expect optimum battery life for your tracker. Power saving mode is only supported by the Tagg docking station.*

### To Complete Software Upgrades

When charging the tracker with the travel charger, it will receive a software upgrade the same way it does with the docking station. For more information, see page 19.

All activity involving your devices – the Tagg tracker and docking station – can be managed through your Tagg account. To view each device, click **My Devices** under **Manage** in the right column.

## Tagg Trackers

This is where you can view and manage all of your Tagg trackers.

**A**. Your unique tracker ID.
**B**. See which pet the tracker belongs to.
**C**. See which docking station is paired with the tracker.
**D**. Activate a new tracker.

To change the tracker or docking station paired to your pet, use the drop-down menus.

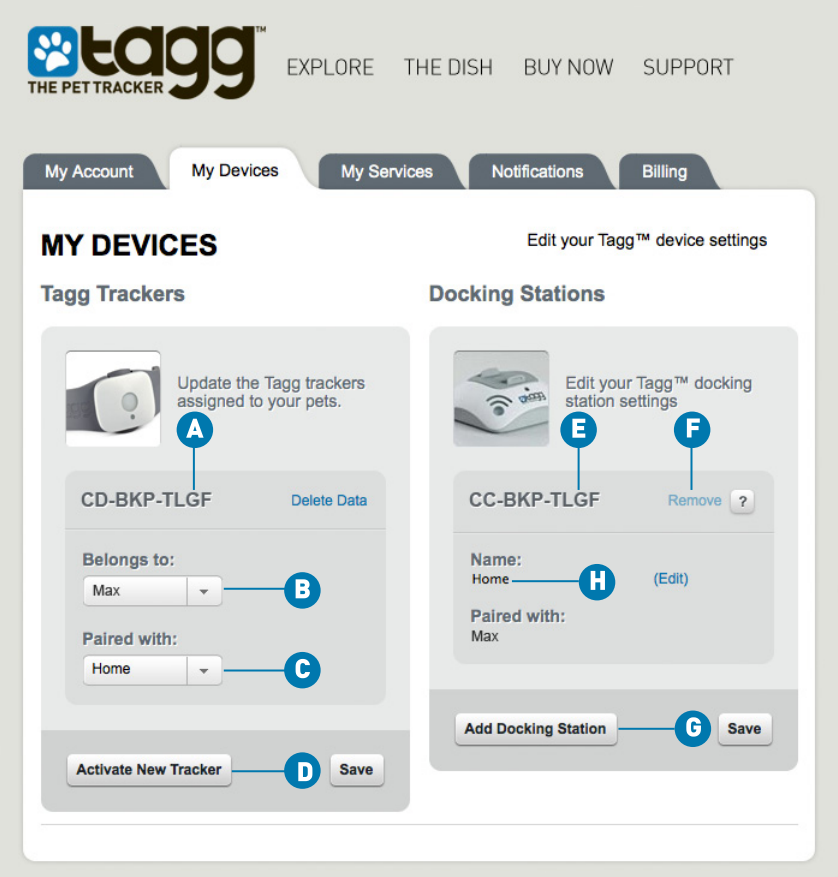
***Note**: A tracker can only be paired with a single docking station.*

## Docking Stations

This is where you can view and manage all of your docking stations.

**E**. Your unique docking station ID.
**F**. Remove a docking station.
**G**. Add a docking station.
**H**. Your docking station's name.

*(Your screen will look similar to this.)*




***Note**: You must always have at least one docking station active in your account. For more information, please visit the Answer Center in the Support section of [www.tagg.com.](http://www.tagg.com)*

## Text Message Commands

If you have opted-in to receive text message notifications, you can use the commands below to request information about your pet's location, reply to notifications, or to turn tracking on and off. Add 52366 to your mobile phone contacts, and text commands any time to stay in touch with your pet.

### Text commands to 52366

| Command | Description |
|---|---|
| LOCATE | Request a location for your pets |
| LOCATE Pet Name | Request a location for a specific pet |
| TRACK | Turn on continuous tracking for your pets |
| TRACK Pet Name | Turn on continuous tracking for a specific pet |
| TRACK OFF | Turn off continuous tracking for your pets |
| TRACK OFF Pet Name | Turn off continuous tracking for a specific pet |
| BATTERY | Request battery status for your pets |
| BATTERY Pet Name | Request battery status for a specific pet |

***Note:*** *Text commands are not case-sensitive, and can be typed in upper or lower case. Standard text messaging rates may apply.*

Text **HELP** for more information about the text messaging service. Text **STOP** to stop receiving text messages.

***IMPORTANT****: If you text STOP, you will stop delivery of all Tagg text messages to your mobile phone, including texts from any other Tagg accounts. You will also no longer be able to text commands. To reinstate text notifications, you will need to opt-in again in the Notification Settings section of the Tagg website.*

## Tagg on Your Mobile Browser

It's easy to access your Tagg account from any mobile phone with a web browser. Just go to the Tagg website, www.tagg.com, and enter your email address and password. From there, you can:

- Track and locate your pet.
- View the Tagg map.
- View or change your notification settings.
- View your tracker's battery status.

***Note**: When tracking your pet using your mobile browser, you'll need to tap the Refresh button in the top right corner each time you want to see his most recent location.*

## Tagg Android and iPhone Apps

If you have an iPhone or Android smartphone, you can download the Tagg app to:

- Track and locate your pet.
- View the Tagg map.
- View or change your notification settings.
- Get driving directions to your pet's location.
- Find pet-friendly places nearby.
- Access your pet profile.
- View your tracker's battery status.

To get the free Tagg app, search for "Tagg – The Pet Tracker" in the iPhone App Store, Play Store, or Verizon Apps, and download it to your phone. Before launching the Tagg app, be sure you've set up your Tagg account on www.tagg.com, and that GPS and/or Location Services are enabled on your phone.

## Tagg App on Your Android or iPhone

There are three primary screens that you'll use to keep track of your pet: the Tagg Dashboard, Map and Pet Profile.

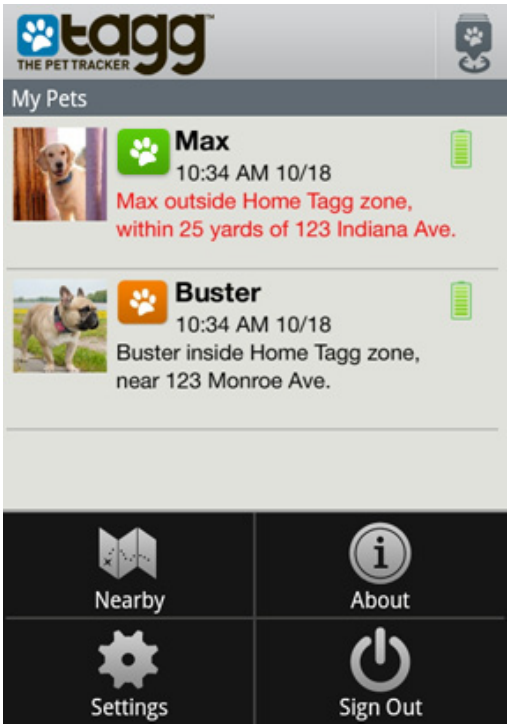
### Dashboard

The first screen you'll see when you launch the app is the dashboard.

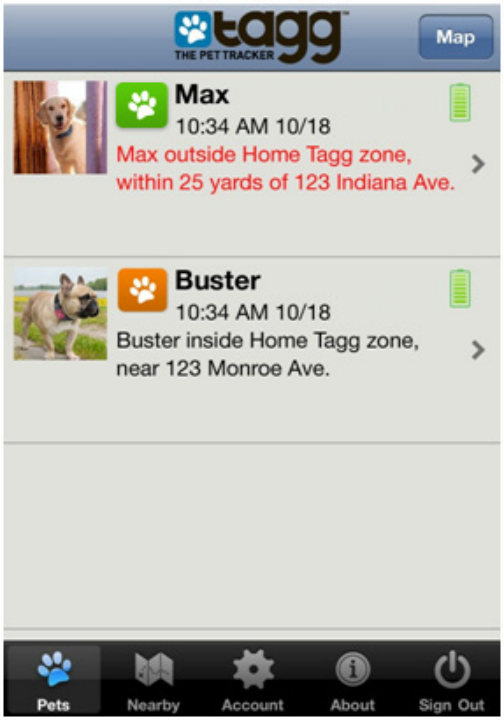
You will always see your pet's current known location and battery status in the dashboard. Go to the menu options to:

- Tap **Nearby** to find pet-friendly places close to you, like pet stores or dog parks.
- Tap **Settings** to view or change your Tagg notification settings.
- Tap **About** to access the Tagg Terms and Conditions and Tagg Customer Support numbers.
- Tap **Sign Out** to sign out of the Tagg app.

Android Dashboard




iPhone Dashboard



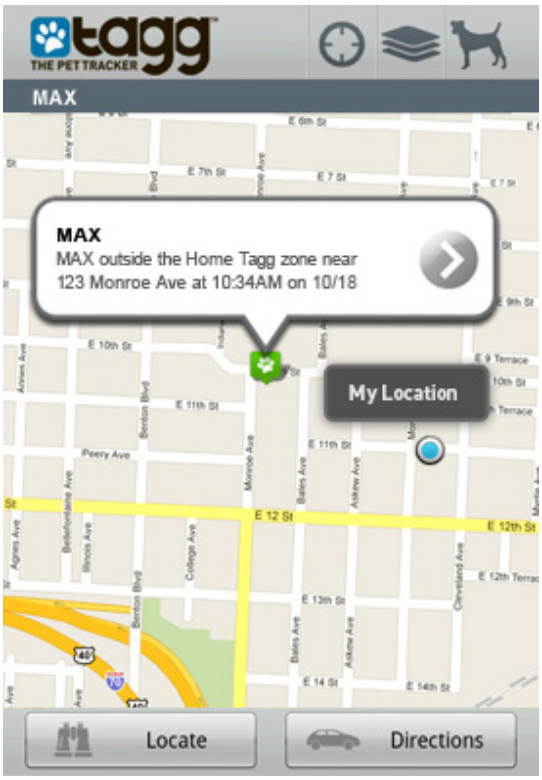
### Map

To get to the Tagg map from the dashboard screen, tap on your pet's last known location, or tap (Android), or the **Map** button (iPhone) in the top right corner.

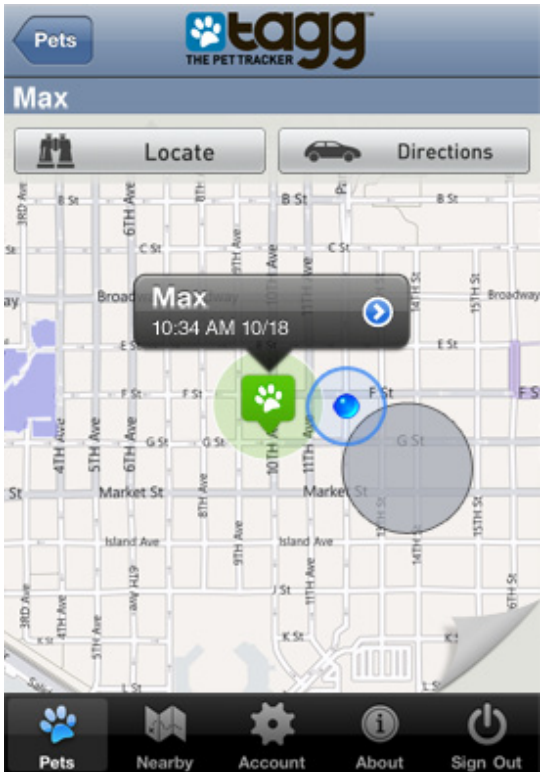
- On the Tagg map, the paw icon indicates your pet's location.
- Your location is the blue dot.
- Tap **Locate** to get your pet's most recent location.
- Tap **Directions** to get driving directions to his most recent location.

  ***Note**: Before requesting directions, always perform a Locate from the pet profile page. This will ensure that you are getting directions to your pet's most recent location.*
- To see one of your pets on the map, tap (Android), or the map curl (iPhone).
- To view your location on the map, tap (Android), or the map curl (iPhone).
- To **Start Tracking,** go to the Pet Profile page.

#### Android Map




#### iPhone Map

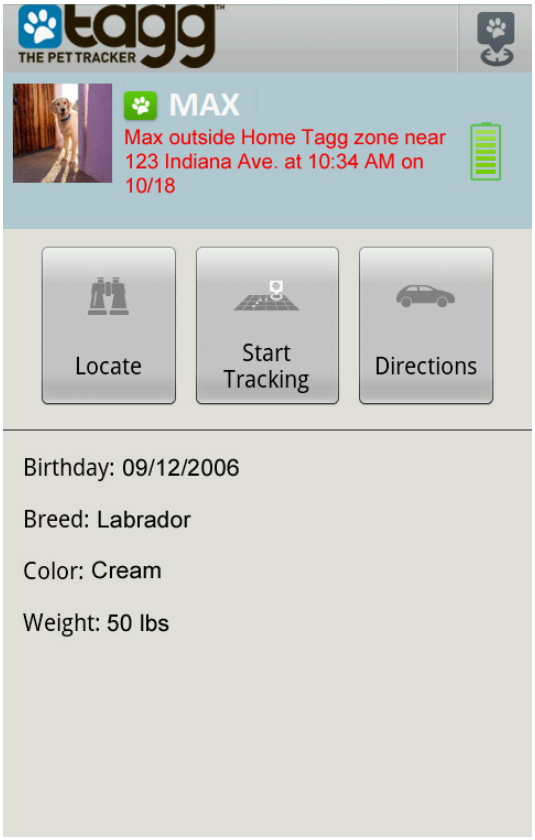


### Pet Profile

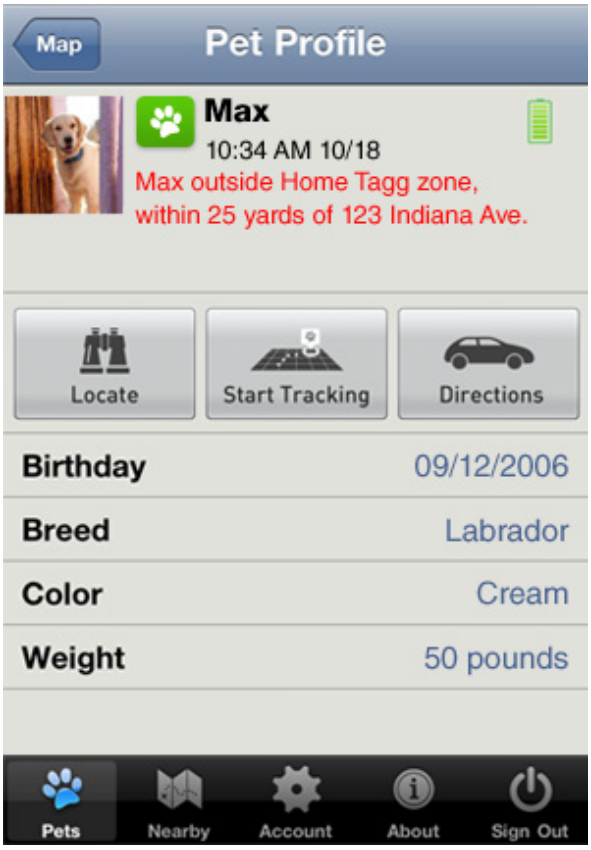
To view the pet profile page, tap on the map, and then tap on the arrow in the dialog box to bring up the pet profile page.

- The pet profile page will display your pet's information and current location.
- You can also **Start Tracking, Locate**, or request driving **Directions** to your pet.
- To go back to the map, tap (Android), or tap the **Map** button (iPhone).

Android Pet Profile




iPhone Pet Profile



### Tagg Tracker

Do not bend, fold, or tear the wings on the tracker, as this will damage the antenna.

Use a damp cloth or paper towel with mild dish soap to clean the outside of the tracker.

Your pet can wear the Tagg tracker all the time, even while swimming or bathing. The tracker is water-resistant, but should not be submerged for extended periods of time.

***CAUTION**: Avoid exposing the tracker to flea spray. This can damage the tracker.*

### Docking Station

Use a dry cloth to clean the outside of the docking station. To carefully clean the charging pads or pins, use a cotton swab to remove any debris. Never soak the docking station in water. If the docking station gets wet, unplug it immediately and contact Tagg customer support.

| Specifications | Tracker | Docking Station | Travel Charger |
|---|---|---|---|
| **Dimensions** | 1.49" x 3.18" x .77" | 2.92" x 2.92" x 1.52" | 1.18" x 1.46" x .98" |
| **Capacity** | 340 mAh | 80 mAh (limited devices) | N/A |
| **Battery Type** | Lithium Ion Polymer, Rechargeable | Lithium Ion Polymer, Rechargeable (limited devices) | N/A |
| **Voltage** | 3.7V Nominal | 3.7V Nominal | N/A |
| **Operating Temperature** | -20C to +50C | 0C to +50C | 0C to +50C |
| **Waterproof** | Water resistant. Your pet can wear the Tagg tracker at all times, even when swimming or bathing.* | No. Do not get the docking station wet. | No. Do not get the travel charger wet. |
| **Pet Size** | Designed for pets over 10 lbs. | N/A | N/A |
| **Device Weight** | 1.16 oz. | 2.09 oz. | .39 oz. |

** The tracker is water resistant, but should not be submerged for extended periods of time.*

***Important**: Please read all of the following instructions before using your Tagg—The Pet Tracker system.*

## 1. Important Health Information and Safety Precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions.

***CAUTION**: The Tagg products are only intended for tracking pets. Do not use for tracking children, other humans or objects. Using the Tagg products in a manner other than specified in the user manual may cause injury.*

To reduce the risk of injury, close supervision is necessary when the product is used near children.

## 2. Safety Precautions for AC Adapter

Plug the AC Adapter only into a power source in accordance with the input voltage ratings marked on the AC Adapter.

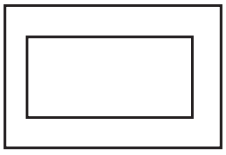
This product is intended for use when supplied with power from the internal battery or external AC Adapter. Replace the AC Adapter only with Tagg—The Pet Tracker AC Adapter, model WS-227-40. Use of an incorrect AC Adapter can cause the battery to catch fire or explode and may result in injury to persons or damage to the equipment. Do not operate this product with a damaged cord or plug, or after the product malfunctions or is dropped or damaged in any manner.

Go to www.tagg.com/support for instructions on how to obtain a replacement product or service for examination, repair, electrical or mechanical adjustment.

**Servicing of Double-Insulated Products:**

The AC Adapter provided with Tagg docking station has double insulation and has no serviceable parts.

In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor should a means for grounding be added to the product. Servicing of a double-insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double insulated product must be identical to those parts in the appliance. A double-insulated product is marked with the words "DOUBLE INSULATION" or "DOUBLE INSULATED", or with the symbol (square within a square):



## 3. Safety Precautions for the Tagg Tracker and Docking Station

***WARNING**: This product contains a Li-ion or Li-ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water. Failure to follow these instructions may cause the battery to leak, catch fire, or explode.*

Avoid dropping the product.

**If the battery leaks:**

- Do not allow the leaking fluid to come in contact with skin or clothing. If contact has already occurred, flush the affected area immediately with clean water and seek medical advice.
- Do not allow the leaking fluid to come in contact with eyes. If contact has already occurred, DO NOT rub; rinse with clean water immediately and seek medical advice.
- Take extra precautions to keep a leaking battery away from fire, as there is a danger of ignition or explosion.

Do not use the Tagg docking station outdoors.

## 4. Safety Precautions for Direct Sunlight

Keep this product away from extreme temperatures. Do not leave the product inside a vehicle or in places where the temperature exceeds 60 degrees C (140 degrees F), such as on a car dashboard, window sill, or behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product and overheat the battery which may result in fire or explosion.

- **Keep the Device Dry**. Keep the docking station and related components dry.
- If the docking station gets wet, unplug it immediately to reduce the risk of electric shock and damage. Do not use device if water damage is visible. It is recommended to purchase a replacement device. Contact Customer Care at www.tagg.com for advice. Water damage may not be covered under the warranty.
- **Accessories**. Use only the accessories approved by Snaptracs, Inc. with the Tagg products. Use of any unauthorized accessories with the products may damage the products or cause injury and will invalidate the warranty.

## 5. Underwriters Laboratories (UL) Listing

This product and its accessories are UL Listed to UL 73 Motor-operated Devices as an Animal Care Appliance.

Underwriters Laboratories Inc. ("UL") has not tested the performance or reliability of the Global Positioning System ("GPS") hardware, operating software or other aspects of this product. UL has only tested for fire, shock or casualties as outlined in UL's Standard(s) for Safety. UL 73 Certification does not cover the performance or reliability of the GPS hardware and GPS operating software. UL MAKES NO REPRESENTATIONS, WARRANTIES OR CERTIFICATIONS WHATSOEVER REGARDING THE PERFORMANCE OR RELIABLITY OF ANY GPS RELATED FUNCTIONS OF THIS PRODUCT.

**SAVE THESE INSTRUCTIONS.**

For regulatory identification purposes, your product number is:

FCC ID: J9CFTD1 for the Tagg™ tracking device.
FCC ID: J9CFBC1 for the docking station.

- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
    - Reorient or relocate the receiving docking station.
    - Increase the separation between the equipment and the docking station.
    - Plug the docking station into another electrical outlet away from the receiver that is experiencing interference.
    - Contact Customer Care at www.tagg.com for help.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- To comply with FCC RF exposure compliance requirements, a separation distance of 20 cm (8 inches) must be maintained between the antennas for the Tagg tracking device and all persons.
- For more information regarding this requirement, please visit our Answer Center located on the Support page of our website.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the Tagg tracking device.
- In an aircraft:
    - The Tagg tracking device transmissions could interfere with aircraft electrical and communications systems. Turn off the Tagg tracking device before entering the aircraft (see page 7 for instructions).
- Potentially Explosive Environments:
    - Turn off the Tagg tracking device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.
    - Turn off the Tagg tracking device while at a fuel distribution or storage area, chemical plant, where blasting operations are in progress and areas where the air contains chemicals or particles such as grain dust metal powders and any other area where you would normally be advised to turn off your vehicle engine.

- Operation of the Tagg tracking device near medical equipment.
    - Implantable Devices: The Health Industry Manufacturers Association recommends that a minimum separation of six inches be maintained between the Tagg tracking device and a pacemaker or defibrillator to avoid potential interference with the implantable device.
    - Hearing Aids: The Tagg tracking device may interfere with some hearing aids. In the event of such interference, you may want to contact Customer Care to discuss alternatives.
    - Other Medical Devices: If you use any other medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

For answers 24 hours a day, 7 days a week, please visit our online Support center.

The Answer Center helps you find answers to common questions. Online Video Tutorials will show you how to get started. In the Support section, you'll find:

- How It Works
- What's in the Box
- Setup and Activation
- Collar Attachment
- Notifications

For additional support, please call 1.855.PET.TAGG (1.855.738.8244) to speak with a customer care representative.